# Position Details

*AAHL Engagement Coordinator*

## Administrative Services – CSOF5

The following information is for applicants

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| Advertised Job Title**:** | AAHL Engagement Coordinator |
| Job Reference: | 59650 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 50% |
| Percentage of Client Focus - External: | 50% |
| Reports to the: | Facility Operations Manager |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Fiona Napier, [Fiona.napier@csiro.au](mailto:Fiona.napier@csiro.au) 03 5227 5000 |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au). |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) |

## Role Overview:

Administrative staff in CSIRO provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

Australian Animal Health Laboratory (AAHL), is one of the world’s largest microbiologically secure facilities. Owned and operated by CSIRO on behalf of the nation, AAHL helps to protect Australia’s livestock and aquatic industries, as well as its people. Providing access to AAHL’s world-class research infrastructure and high-quality capability contributes to solutions which address many national and global challenges.

Access to the Facility is provided through an applications process focused on scientific and/or technical excellence, the potential to contribute to Australia’s national benefit and the ability of the facility to support the research activities. As part of a dynamic and flexible team, the Engagement Coordinator will be responsible for the management of the facility access process to support the safe and effective operation of the AAHL Facility.

The Engagement Coordinator will work as part of the AAHL Operations Team to manage internal and external relations, particularly to provide guidance through the application process, and relevant internal and external communication support. They will work positively and collaboratively across internal and external stakeholder groups to ensure the consistently high performance of the AAHL Facility.

In addition to managing the facilitation and coordination of research calls and applications received, this role will have an emphasis on further developing the processes underpinning the new facility business model and re-positioning of the facility. The Engagement Coordinator will be responsible for managing all aspects of the facility access process.

## Duties and Key Result Areas:

* Develop and manage an ongoing plan and schedule for AAHL facility applications and activities to ensure effective and efficient use of the facility
* Provide operational advice and support to the AAHL Operations Manager regarding the application process, including planning and scheduling of laboratory work, equipment requirements and the facility access processes
* Provide support in the development of facility documentation, ensuring relevant processes are implemented and supporting development of AAHL facility reference materials such as guidelines, videos, knowledge portals, intranet pages, and websites
* Collate project results and outcomes to meet various reporting requirements of the facility
* Work within the broader CSIRO environment to enhance AAHLs national facility community and stakeholder engagement activities, including on site events, arrangements of tours, creation of visitor experiences, etc
* Undertake marketing activities to raise the profile of AAHL National Facility to relevant external stakeholders to help expand facility access
* Assist with necessary communication activities or providing media advice to CSIRO communication teams with potential Emergency Outbreak Management and response
* Engage with AAHL internal and external stakeholders to develop and manage relationships by coordinating access to expert advice on facility capabilities, equipment capabilities, technical support requirements, policies, procedures and standards
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
2. **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
3. **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
6. **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. A relevant degree, or experience in communication and research operations
2. Demonstrated experience in a similar facility environment, including operations, planning and scheduling activities
3. Extensive experience in the development of high profile communication materials and plans
4. The ability to manage projects relating to public relations, marketing, government affairs or internal communication.
5. Proven ability to investigate and solve complex problems, deal effectively with ambiguity, readily adapt to changing circumstances and maintain professionalism and flexibility, in order to achieve program and team objectives.
6. Demonstrated ability to work effectively and independently in a professional team environment; to coordinate provision of the logistical, operational and technical requirements necessary to support planning and scheduling of operations
7. Ability to proactively manage relationships with internal and external stakeholders, clients, team and cross-business unit colleagues; as well as providing sound audience-focused communication advice e.g. building an understanding of client needs, delivering information relevant to diverse audiences, and appropriate channel selection.

## Desirable Criteria:

1. An understanding of infectious disease or research in a biocontainment facility and familiarity with

the relevant compliance, regulatory and ethical requirements

1. Experience in change management, external and/or internal communication
2. Experience working with CSIRO or similar science, innovation or government agencies.

## Special Requirements:

To be eligible for this position you must be willing and able to:

1. Adhere to CSIRO AAHL microbiological security requirements, high level Australian Government Security Vetting Agency (AGSVA) clearance requirements applicable to the position and HSE policies
2. Be vaccinated against influenza, rabies, hepatitis B, Japanese encephalitis or other agents as specified if required for the role performed.

**Security Assessment and Microbiological Security Requirements for Personnel Working on the AAHL Site**

* The nature of our work requires that each person working on site must comply with the conditions described below.
* The appointee is required to pass a security clearance at a level appropriate to duties of the position.  Confirmation of the appointment is subject to obtaining that clearance.
* It is essential that all work on exotic or emerging diseases carried out at AAHL is conducted in a safe manner to prevent the escape of the disease agents used, and to this end, all activities and personnel will be subject to appropriate microbiological security measures. Consequently, while working at AAHL, you may not reside on a property on which are kept any of the following animals: sheep, cattle, pigs, goats, horses, asses and mules, any other cloven-hoofed animal, fowls, turkeys, geese, domestic ducks, caged birds, emus or ostriches. Personnel working with diseases of aquatic animals may not keep aquarium fish at their place of residence and personnel working with cane toad material must avoid contact with amphibians.
* In addition, for a period of seven days after working in the microbiologically secure area of AAHL, personnel may not have close contact with any of the above animals, amphibians or birds or the actual places where these animals are held, or visit any aquatic animal farm or aquatic animal hatchery.
* Working in the barrier maintained Small Animal Facility requires avoidance of additional animals such as mice, rats, guinea pigs, rabbits and poultry 3 days prior to arrival.
* Personnel must abide by Occupational Health, Safety and Environment regulations. Safety signs and directives issued by CSIRO personnel must be complied with at all times.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!

Find out more about the CSIRO [Australian Animal Health Laboratory](https://www.csiro.au/en/Research/Facilities/AAHL)